|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Complete this top section appropriately, all fields may not apply.  Double click the  symbol and select check or uncheck as suitable. | | | | | | | | | | | | | | | | Corrective Action #: | | |
| Type of Corrective Action Response: | | | | | | | | | Customer requested | | API Supplier response | | | | | API Internal | | |
| API Part Number: | | | | | | | | | RMA#: | | DR#: | | | | | Other pertinent info: | | |
|  | | | | | | | | | Return Qty: | | Vendor #: | | | | |  | | |
| Date Corrective Action Request Received: | | | | Date Corrective Action response Due: | | | | | Customer Name: | | Vendor Name: | | | | |  | | |
| Discipline 1: Description of Problem (include customer reference # where applicable) | | | | | | | | | | | | | | | | | | |
| Discipline 2: Verification of stated non-conformance | | | | | | | | | | | | | | | | | | |
| The discrepancy has been verified. | | | | | | | | | | The discrepancy has not been verified. | | | | | | | | |
| Verification comments: | | | | | | | | | | | | | | | | | | |
| **Discipline 3: Failure Analysis** (What failure analysis was performed to determine root cause?) | | | | | | | | | | | | | | | | | | |
| Yes | No | N/A | | | Describe the steps taken to perform the failure analysis. | | | | | | | | | | | | | |
|  |  |  | | | Were the manufacturing instructions correct? | | | | | | | | | | | | | |
|  |  |  | | | Were the manufacturing instructions followed? | | | | | | | | | | | | | |
|  |  |  | | | Was prior screening/testing completed on the device?  (Attach any previous screening/testing data to this report) | | | | | | | | | | | | | |
|  |  |  | | | Was additional electrical testing performed? | | | | | | | | | | | | | |
|  |  |  | | | Was an additional visual/mechanical inspection performed? | | | | | | | | | | | | | |
|  |  |  | | | Were X-rays taken? | | | | | | | | | | | | | |
|  |  |  | | | Was a DPA performed? | | | | | | | | | | | | | |
| Was any other evaluation, not listed above, performed?  Describe failure analysis activities below: | | | | | | | | | | | | | | | | | | |
| **⮚Discipline 4: Root Cause Identification** (Describe why the nonconformance occurred)   1. Why did this non-conformance occur? 2. Why did (1) happen? 3. Why did the occurrence (2) described above happen? 4. Why did the occurrence (3) described above happen? 5. Why did the occurrence (4) described above happen? 6. Based on 1-5; what is the root cause of the non-conformance? | | | | | | | | | | | | | | | | | | |
| Discipline 5: Disposition of Material Customer API Supplier  API internal Comments: | | | | | | | | | | | | | | | | | | |
| Returned Material | | | | | | | | Stock | | | | | | WIP | | | | |
| Total qty returned: | | | | | | Date | | Total qty in Stock: | | | | Date | | Total qty in WIP: | | | | Date |
| Scrap  Sort  Re-Build  Return “as is”  Re-Stock  Rework  Rework at Customer cost | | | Qty  Qty  Qty  Qty  Qty  Qty  Qty | | |  | | Scrap  Sort  Re-Build  Acceptable  Rework  Rework at Customer cost | | Qty  Qty  Qty  Qty  Qty  Qty | |  | | Scrap  Sort  Re-Build  Acceptable  Rework  Rework at Customer cost | | | Qty  Qty  Qty  Qty  Qty  Qty |  |
| **Discipline 6: Containment Plan** | | | | | | | | | | | | | | | | | | |
| **Discipline 7: Preventive Plan /Long Term Corrective Action** **to prevent re-occurrence** | | | | | | | | | | | | | | | | | | |
| **For API use only:**  Is the discrepant product controlled by a Safety Agency, such as TUV, UL, or CSA?  Yes  No  Does this discrepancy affect consumer safety?   Yes  No  If both questions are answered yes, then the Divisional Manager of Quality must notify the safety agency.  Contact date: | | | | | | | | | | | | | | | | | | |
| **For API use only:**  Is the discrepant product automotive (QLD=Auto) or included in a Control Plan or FMEA?  Yes  No  If yes, the Process FMEA, Design FMEA and Control Plan must be updated with the actions contained in this Corrective Action Response | | | | | | | | | | | | | | | | | | |
| **Corrective Action Impact**: Where applicable, apply corrective actions taken as a result of this response to similar products and processes.  Applies  Does not apply  Comments: | | | | | | | | | | | | | | | | | | |
| Change Notice # (where applicable): | | | | | | | | | | | | | | | CAR effectivity date: | | | |
| Training Record # (where applicable): | | | | | | | | | | | | | | | Training date: | | | |
| Analysis performed by (API or Supplier): | | | | | | | | | | | | | | | Date complete: | | | |
| API Engr Mgr approval/Signature: | | | | | | | | | | | | | | | Approval date: | | | |
| API Mgr of Quality approval/Signature: | | | | | | | | | | | | | | | Approval date: | | | |
| API use onlyDiscipline 8: Verification of Effectiveness  applicable  not applicable Verification of effectiveness may be accomplished by:   1. Customer follow up ([Customer Survey/Feedback System](https://infocentral.apitech.com/survey/report.asp)) 2. Utilizing the QA Alert system per [AT 35-7036, Quality Alert Procedure](file:///\\WHQ-DC-F1\DFSRoot$\FairviewData\DOCUMENT\AT\35-7036.doc) (KBM) 3. Performing follow up activities to ensure that the corrective action has been effective | | | | | | | | | | | | | | | | | | |
| Verified By: | | | | | | | Signature: | | | | | | Verification Date: | | | | | |
| Comments: | | | | | | | | | | | | | | | | | | |

**Insert Supporting Failure Analysis Photographs below:**